

AMENDMENT AND PRESENTATION OF CLAIMS

Please replace all prior claims in the present application with the following claims, in which no claims are canceled, withdrawn from consideration, currently amended, and claims or newly presented.

1. (Previously Presented) A computer-implemented method for procuring telecommunications offerings, comprising:

receiving a procurement inquiry from a customer application, the procurement inquiry specifying a selected telecommunications offering from a plurality of offerings including voice service, data access service and mobile telecommunications service;

providing an option for accessing a network consultant via instant messaging;

generating procurement data in response to the procurement inquiry; and

transmitting the procurement data to the customer application.

2. (Previously Presented) The method of claim 1, wherein the procurement data includes at least one of pre-sale, ordering or post-sale data.

3. (Previously Presented) The method of claim 2, further comprising:

transmitting the pre-sale data comprising value added content, the value added content including at least one of data for matching the selected telecommunication offering with needs of a customer, data for qualifying a customer for the selected telecommunications offering, data for an on-line demonstration of a process for procuring the selected telecommunications offering, or data for answers to technical questions.

4. (Previously Presented) The method of claim 2, further comprising:

transmitting post-sale data comprising value added content, the value added content including at least one of data for providing access to existing orders, data for providing electronic billing, data for sending of a page, data for scheduling of a conference call, data for on-line directory assistance, or tailored data on one of a telecommunications offering ordered or a related telecommunication offerings.

5. (Previously Presented) The method of claim 2, further comprising:

transmitting the ordering data including at least one of shopping cart data, or order entry data.

6. (Previously Presented) The method of claim 2, further comprising:

transmitting the post-sale data including at least one of order tracking data, or order status data.

7. (Previously Presented) The method of claim 1, further comprising:

providing the voice service offering to include a complete calling package telecommunications offering, a long distance telecommunications offering, a toll free telecommunications offering, a conferencing telecommunications offering, or a calling card telecommunications offering.

8. (Previously Presented) The method of claim 1, further comprising:

providing the data access service offering to include a dial up Internet telecommunications offering, or a dedicated Internet telecommunications offering.

9. (Previously Presented) The method of claim 1, further comprising:

providing the mobile telecommunications service offering to include a paging telecommunications offering, a conferencing telecommunications offering, a calling card telecommunications offering, or a dial up telecommunications offering.

10. (Previously Presented) The method of claim 1, wherein the customer application provides a graphical user interface.

11. (Original) Computer-readable media storing computer-executable instructions for performing the steps recited in claim 1.

12. (Previously Presented) A computer-implemented method for servicing telecommunications offerings, comprising:

receiving an inquiry from a customer application, the inquiry specifying a search criteria with respect to an order for one of a plurality of telecommunications offerings including voice service, data access service and mobile telecommunications service, wherein a customer agent assigned for servicing a telecommunications offering order is available via instant messaging with a user of the customer application; and

generating response data in response to the inquiry and pertaining to the search criteria; and

transmitting the response data to the customer application.

13. (Previously Presented) The method of claim 12, wherein the response data includes at least one of pre-sale information, ordering information, or post-sale information.

14. (Previously Presented) The method of claim 12, wherein the response data includes information for establishing an instant messaging session with the customer agent.

15. (Previously Presented) The method of claim 13, further comprising:
transmitting the post-sale data including at least one of data for tracking an order, data for checking a status of an order, data for coordinating service for a telecommunications offering, or data for provisioning a telecommunications offering.

16. (Canceled)

17. (Original) Computer-readable media storing computer-executable instructions for performing the steps recited in claim 12.

18. (Canceled)

19. (Canceled)

20. (Canceled)

21. (Previously Presented) A computer-implemented method for procuring telecommunications offerings, comprising:

submitting an inquiry specifying a selected telecommunications offering from among a voice service offering, a data access offering and a mobile telecommunications offering; establishing an instant messaging session with a customer service personnel; and receiving procurement data, wherein the procurement data is generated in response to the inquiry and pertains to the selected telecommunications offering.

22. (Previously Presented) The method of claim 21, further comprising:
initiating the inquiry via a graphical user interface.

23. (Original) Computer-readable media distributed storing computer-executable instructions for performing the steps recited in claim 21.

24. (Canceled)

25. (Canceled)

26. (Canceled)

27. (Previously Presented) A system for procuring and servicing telecommunications offerings, comprising:

a customer browser loaded on a customer client computer, the customer browser being configured to submit a procurement inquiry specifying a selected telecommunications offering

from among a voice service offering, a data access service offering and a mobile telecommunications offering;

a back office browser loaded on a back office client computer, the back office browser being configured to submit a service inquiry specifying a search criteria with respect to an order for a telecommunications offering, wherein a customer agent assigned for servicing a telecommunications offering order is available via instant messaging with the customer client computer; and

a server program loaded on a server computer and being configured to receive the procurement and service inquiries, generate procurement data pertaining to the selected telecommunications offering and service data pertaining to the search criteria, and transmit the procurement and service data.

28. (Original) The system of claim 27, wherein the customer and back office browsers and the server program communicate according to a communication protocol architecture that includes a web layer and an application layer, the application layer including a presentation layer and a business and integration layer, the web layer being configured to include the server configured as a web server, the presentation layer being configured to receive requests and user actions from the server, the business and integration layer being configured to perform order management, online ordering and user management functions.

29. (Previously Presented) The system of claim 28, wherein the communication protocol architecture interfaces with a database layer configured to store data used by the system and a service availability tool coupled to the application layer,

the service availability tool being configured to provide a service availability function with respect to the selected telecommunications offering.

30. (Previously Presented) The system of claim 28, further comprising:
a site intelligence server coupled to the web server , the site intelligence server being configured to provide data mining capabilities to gather and report on metrics on the system.

31. (Canceled)

32. (Previously Presented) The system of claim 27, wherein providing the voice service offering to include a complete calling package telecommunications offering, a long distance telecommunications offering, a toll free telecommunications offering, a conferencing telecommunications offering, or a calling card telecommunications offering.

33. (Previously Presented) The system of claim 27, wherein the data access service offering to include a dial up Internet telecommunications offering, or a dedicated Internet telecommunications offering.

34. (Previously Presented) The system of claim 27, wherein the mobile telecommunications service offering to include a paging telecommunications offering, a conferencing telecommunications offering, a calling card telecommunications offering, or a dial up telecommunications offering.

35. (Previously Presented) An apparatus for procuring telecommunications offerings, comprising:

means for receiving a procurement inquiry from a customer application, the procurement inquiry specifying a selected telecommunications offering including voice service, data access service and mobile telecommunications service;

means for providing an option for accessing a network consultant via instant messaging;

means for receiving a procurement inquiry from a customer application; and

means for transmitting the procurement data to the customer application.

36. (Previously Presented) An apparatus for servicing telecommunications offerings, comprising:

means for receiving an inquiry from a customer application, the inquiry specifying a search criteria with respect to an order for one of a plurality of telecommunications offerings including voice service, data access service and mobile telecommunications service, wherin a customer agent assigned for servicing a telecommunications offering order is available via instant messaging with a user of the customer application;

means for generating response data in response to the inquiry and pertaining to the search criteria; and

means for transmitting the response data to the customer application.

37. (Withdrawn) An method for provisioning services via an on-line system, the method comprising:

transmitting a service inquiry from a user;

selectively directing the user to a service center;

selectively providing a plurality of service options to the user;
generating a service order based upon the step of selectively providing the plurality of service options; and
confirming the service order.

38. (Withdrawn) An on-line system for procuring services, the system comprising:
a presentation section configured to provide a graphical user interface to a user, the user providing service inquiry information;
a business section configured to perform business rules and transactions based upon the service inquiry information, the user being selectively directed to a service center; and
an interface section configured to facilitate access to data associated with the services and to interface with external systems for acquisition of the services.

39. (Withdrawn) An on-line system for procuring services, the system comprising:
means for transmitting a service inquiry from a user;
means for selectively directing the user to a service center;
means for selectively providing a plurality of service options to the user;
means for generating a service order based upon the plurality of service options; and
means for confirming the service order.

40. (Previously Presented) A method for electronic provisioning of telecommunication services, the method comprising:

providing a plurality of options to communicate with a consultant during the provisioning, wherein the options include instant messaging and on-line shared white-boarding, wherein the option is displayed via a customer application to a user;

receiving input from the customer application, the input specifying one or more selections of a plurality of telecommunication products;

determining whether the selection is valid during the provisioning; and

generating an order for the selection based on the determining step.

41. (Previously Presented) A method according to claim 40, wherein the customer application provides a web-based interface.